

## **Policy Statement**

March Networks is committed to excellence in serving all customers, including persons with disabilities.

## **Scope**

This policy applies to all employees and contractors that, on behalf of March Networks, deal with customers, the public or other third parties located in the Province of Ontario, with respect to the provision of March Networks' services. Our customer interactions are primarily over the phone, however, if there is a need for an onsite visit or any other manner of interaction, March Networks will strive to accommodate any persons with disabilities, as required.

## **Assistive Devices**

March Networks will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

## **Communications**

March Networks will communicate with people with disabilities in ways that take into account their disability.

## **Service Animals**

At March Networks we welcome people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are open to the public.

## **Support Persons**

A person with a disability may enter March Networks premises with a support person and have access to the support person while on the premises.

## **Notice of Temporary Disruptions in Services and Facilities**

Temporary disruptions in March Networks' services and facilities may occur due to reasons that may or may not be within March Networks' control or knowledge.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, March Networks will make reasonable effort to promptly notify customers of the disruption. When temporary disruptions occur to March Networks' services or facilities, March Networks will provide notice by posting the information in visible places, or on March Networks' website, [www.marchnetworks.com](http://www.marchnetworks.com), or by any other method as soon as reasonably possible.

## **Training**

March Networks will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The content of the training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities , 2005 (“AODA”) and the requirements of the Accessibility Standards for Customer Service;
- Instructions on March Networks’ policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a particular type of disability is having difficulty accessing our goods or services;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal.

## **Feedback**

March Networks is committed to providing high quality goods and services to all members of the public or third parties it serves. Feedback from the public or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback from a member of the public or third party about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

## **Modifications to this or other Policies**

Any March Networks policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Availability of Documents**

Any documents required by this Policy are available to customers upon request, and such documents or the information contained in such documents shall be provided in a format that takes into account the person’s disability.